



U. S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2005 DEC -7 PM 6:05
21 NOV 2005

Reference No.
10143333

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WESTON State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number
954-296-7445

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2C4GM6 [REDACTED] Make CHRYSLER Model PACIFICA Model Year 2005

Date Purchased
19-OCT-04

Dealer's Name and Telephone Number
FAIRBANKS CHRYSLER JEEP DODGE SAWGRASS 954-861-8222

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
TAMARAC

State
FL Zip Code
33321

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
060000 ENGINE AND ENGINE COOLING

Multiple Failure: 14 times

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-NOV-2004 Failure Message 2875 Failure Speed Vehicle shuts off suddenly when making left turn

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please check all that apply to the incident. Do not check any that do not apply.)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

DT: THE CONTACT STATED VEHICLE STALL WITH NO WARNING WHILE MAKING A LEFT TURN. THE VEHICLE WAS TAKEN TO THE DEALERSHIP, AND THEY COULD NOT DUPLICATE THE PROBLEM. THE VEHICLE WAS TAKEN BACK TO THE DEALERSHIP, AND THEY INSTALLED THE AUTOPILOT. WHEN THEY CHECKED THE AUTOPILOT, THEY STATE IT WAS NOT WORKING. UPON FURTHER INSPECTION, THE DEALERSHIP FOUND THERE WAS A PROBLEM WITH THE FUEL PUMP. THE PART WAS ORDERED, BUT ACCORDING TO THE MANUFACTURER, THE PART WAS BEING REDESIGNED, AND WILL NOT BE AVAILABLE UNTIL THE END OF THE YEAR. THE ENGINE LIGHT CAME ON, AND THE DEALERSHIP SUGGESTED HE IGNORE IT. AFTER FILLING THE GAS TANK THE GAS GAUGE SHOWED EMPTY. THE DEALERSHIP STATED THIS WAS PART OF THE FUEL PUMP PROBLEM. THE GAS GAUGE STILL IS INOPERABLE, AND HE HAS TO CONSTANTLY PUT FUEL IN THE VEHICLE. *AK

I called Chrysler customer service on 3 occasions and the person to whom I spoke with on 11/18/05 hung up the phone saying she was not going to have further discussions.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I believe that I have waited long enough for Chrysler to correct this problem. On 3 instances when it suddenly shut off, I was almost ran in the back by the vehicle behind me. I am now very anxious and afraid seeing that I am transporting my grandchildren to and from school daily.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

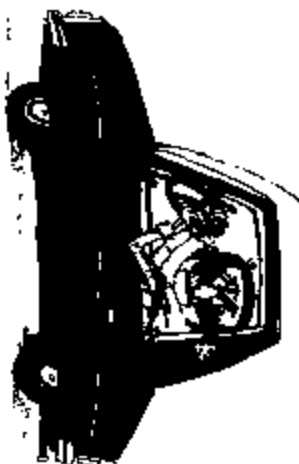
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and dial toll free at

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